Wouldn’t it be great if you could guarantee every customer got through to the right person, who had the right information, and had their issue resolved first time? Enghouse Interactive’s Communications Centre is a total contact centre solution to help you do just that.

The Quality Management Suite includes:
- Call Recording: interaction recording and live monitoring.
- Agent Evaluation: call scoring and agent coaching for contact centers.
- Computer Recording: desktop recording and live monitoring.

Positively Impact your Business
Investing in your employees through training and quality monitoring programs can positively impact your business. Quality Management Suite enables you to document interactions as well as provide consistent and constructive feedback to employees. This solution is not restricted to contact centers but can be used across many business areas that need to understand the quality of service delivered, from help desks and desk based sales teams, to individual operators and call attendants.

Capture Interactions
Have a comprehensive view of your customer interactions, with voice and data synchronization allowing managers to hear what is being said on the call as well as viewing what is being executed on the agent’s desktop. Videos with synchronized voice and desktop capture can be exported and played back using standard media players. The entire customer interaction can then be attached to email or CRM.

Evaluate, Coach and Measure
The Agent Evaluation module with optional Real Time Speech Analytics, makes it simple for supervisors to provide actionable feedback to agents. Focus on key performance indicators, and agent behaviors that accomplish

“The ability to set up and use the software within an hour was astonishing. It was a wonderful shock to see how easy it was!”

- NRG ENERGY
About Enghouse Interactive
Enghouse Interactive’s integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and hybrid requirements.

your contact center’s goals. Evaluations can be completed for any type of interaction capture, with full motion videos or applicationspecific desktop video recordings.

Managers can review evaluations with the agent, highlighting examples from captured interactions to illustrate key learning points. Gaining better insight into performance trends and training needs is simple with the built-in reports.

**Improve Training**

No one likes to have someone looking over their shoulder while working - the Quality Management Suite allows managers to live monitor agents unobtrusively. Continuous feedback and learning is provided through quality monitoring, and agent coaching helps to increase employee morale, job satisfaction, and agent retention. Quality Management Suite displays each users’ status, so managers can better utilize their coaching time, monitoring calls as they arrive. Calls can then quickly be evaluated using customizable scorecards, and coaching sessions become more effective, as real examples from captured interactions can be used.

**Key Features**

Screen recordings and live monitoring
As well as capturing the call, the desktop activity can also be recorded, enabling supervisors to easily identify broken processes and improve the customer experience. Supervisors can also monitor in real time to coach and fix issues immediately.

Desktop utility
Start, stop and pause recordings directly from the desktop. As well as controlling the recording in real time, information can be tagged to the specific recording using flags.

**Unified user interface**
All modules are available from a single web-based user interface requiring minimal training.

**Score cards**
The Evaluation module allows supervisors to score staff against a range of criteria from greeting the caller correctly, providing the customer with the correct information, to up-selling products.

**Multi-language support**
Users can select the language they want. Supported languages include; English, Spanish, French, Canadian French, Italian, German, Swedish, Arabic and Portuguese.

**Analyze recordings**
When used alongside Enghouse Interactive’s Real-time Speech Analytics solution you gain the ability to analyze recordings or update score cards automatically in real time.

**API access**
Complimentary APIs leverage the value of interaction recordings with other existing business systems such as CRMs.

Quality Management Suite integrates with other Enghouse Interactive products including Communications Center, Contact Center: Enterprise and Real-Time Speech Analytics.

*For information on meeting compliance needs please see the “Quality Management Suite – Meeting PCI DSS Compliance requirements” document.

**Speak to your Enghouse Interactive representative to find out more.**

**About Enghouse Interactive**
Enghouse Interactive’s integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and hybrid requirements.